



CAREBRIDGE

Iowa EVV Stakeholder Meeting - Agency

August 31, 2020

Agenda



01

IME Welcome and Introductions

02

General EVV Overview

03

How will EVV work for me?

04

Working together to successfully implement EVV

05

Next Steps

CareBridge Overview

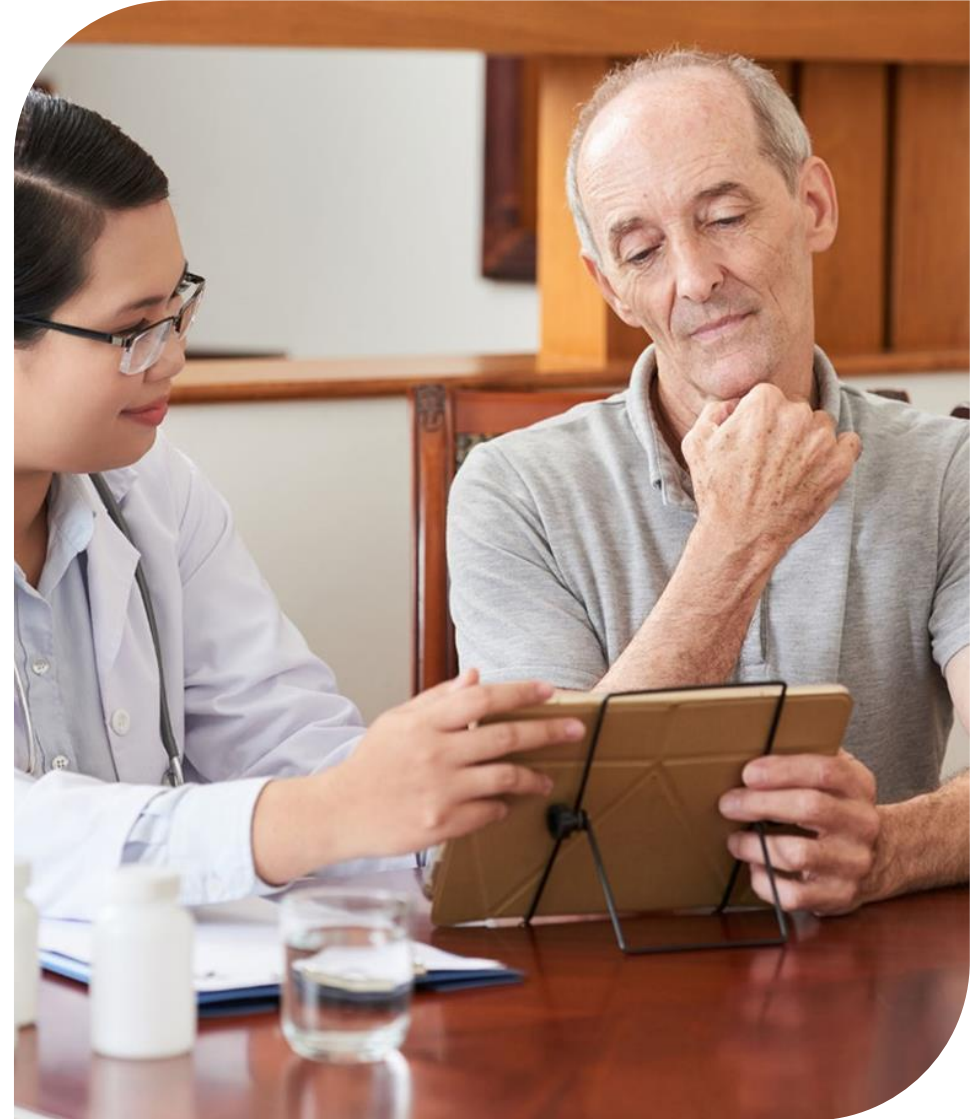


CareBridge is a technology company that helps states, health plans, and providers provide the best care for Home Community Based Services (HCBS) members.

- A partner to ensure success under the 21st Century Cures Act
- An established EVV and EVV data aggregation vendor
- An experienced team with a track record of successful statewide implementations

What is EVV?

- Electronic Visit Verification (EVV) is the process in which a service performed for a member at home or in the community gets verified electronically
- Start times and end times are captured by a mobile app or member's home phone (Interactive Voice Response - IVR)
- 21st Century Cures Act requires the use of EVV



21st Century Cures Act

- Federal mandate that requires states to implement EVV
- Section 12006 requires the EVV system to verify:
 - Type of service provided
 - Member receiving the service
 - Caregiver providing the service
 - Date of the service
 - Location of the service delivery
 - Time the service begins and ends
- The State of Iowa's Medicaid funding depends on a successful EVV implementation

There are many benefits to using EVV

Providers can...

- Use one system to receive authorizations, capture and monitor service provision and documentation, bill, and communicate with Amerigroup and Iowa Total Care
- Reduce paperwork
- Potentially receive payments faster
- More easily access information on their members

Members can...

- Attest to the services they receive
- Ensure services are provided in accordance with the person-centered plan with real-time accountability

How will EVV work for me?

CareBridge wants to make it easy for you to comply!

Option 1: You are an IA Amerigroup or Iowa Total Care provider and are not currently using EVV

- Use CareBridge's EVV solution
- Includes access to a suite of provider management solutions
- EVV solution is at **no cost** to providers
- For more information on this process please visit: <https://www.carebridgehealth.com/trainingiaevv>

Option 2: You are an IA Amerigroup or Iowa Total Care provider and already use another 21st Century Cures Act compliant 3rd party EVV vendor

- Your EVV vendor will need to share data with CareBridge and we will work closely to ensure optimal claims processing occurs
- CareBridge data aggregation is free
- For more information on this process please visit: <http://evvintegration.carebridgehealth.com>

CareBridge EVV Platform – Provider Experience

EVV aims to streamline your current processes through:

- Caregiver Mobile App – Easy to record information
- Provider Portal – Manage authorization, scheduling, billing
- Payer Portal – MCOs collect the information and assist in managing processes

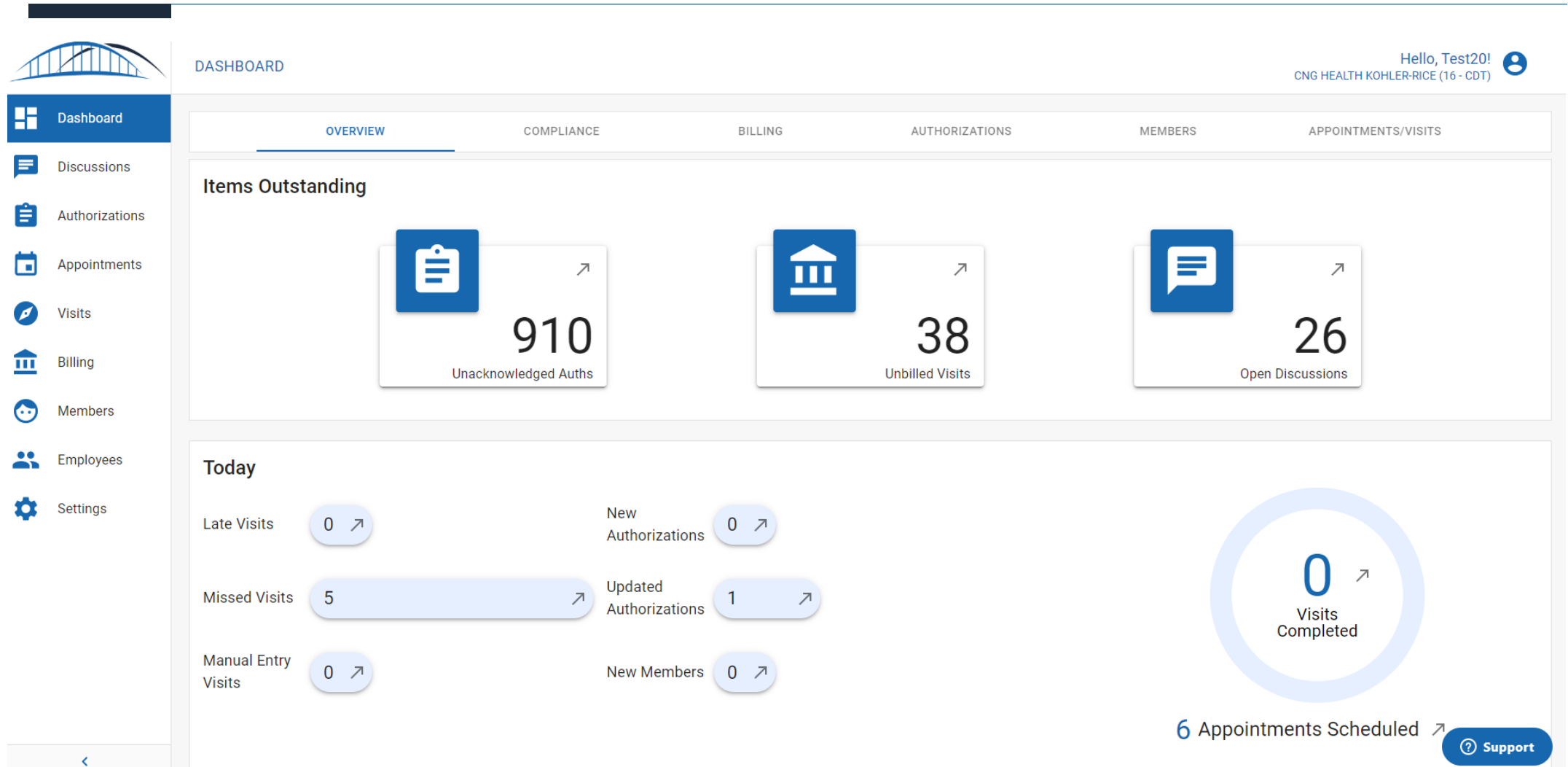
Providers use 4 core functions:

- Authorization Management
- Schedule Appointments
- Visit Management
- Bill for Services

Multiple methods for Caregiver check-in and check-out:

- **Downloadable** mobile application (iOS & Android)
- Interactive Voice Response (IVR)

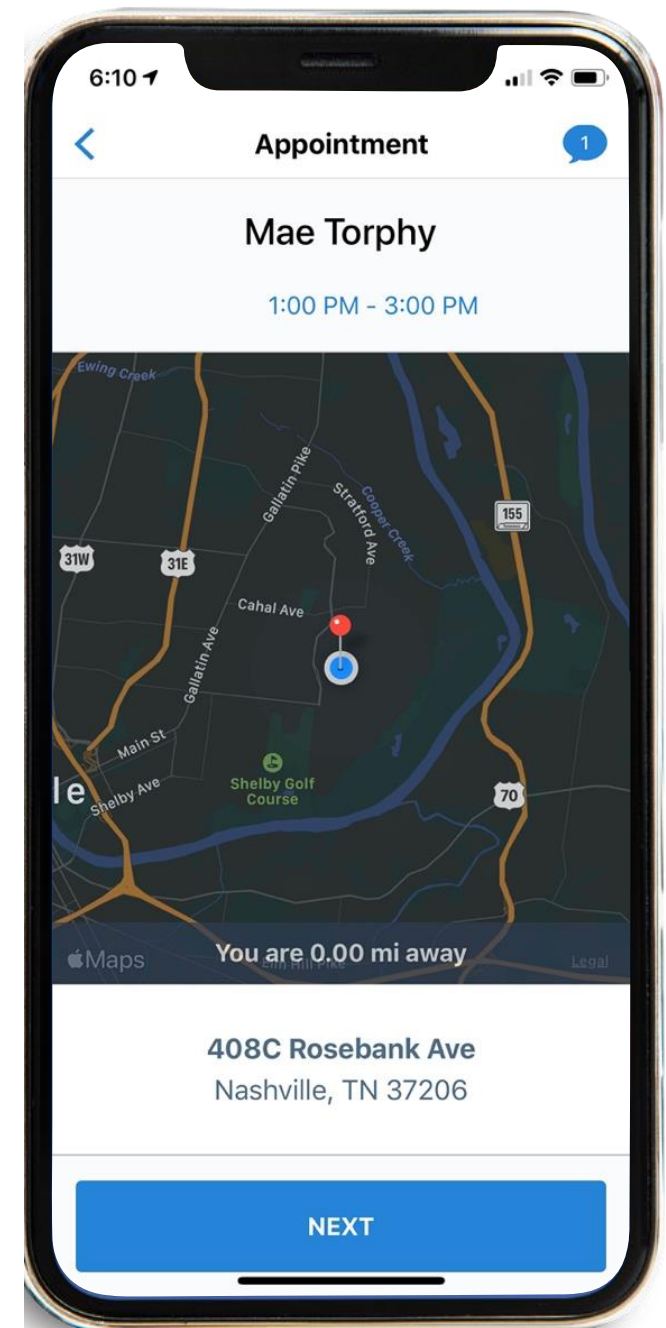
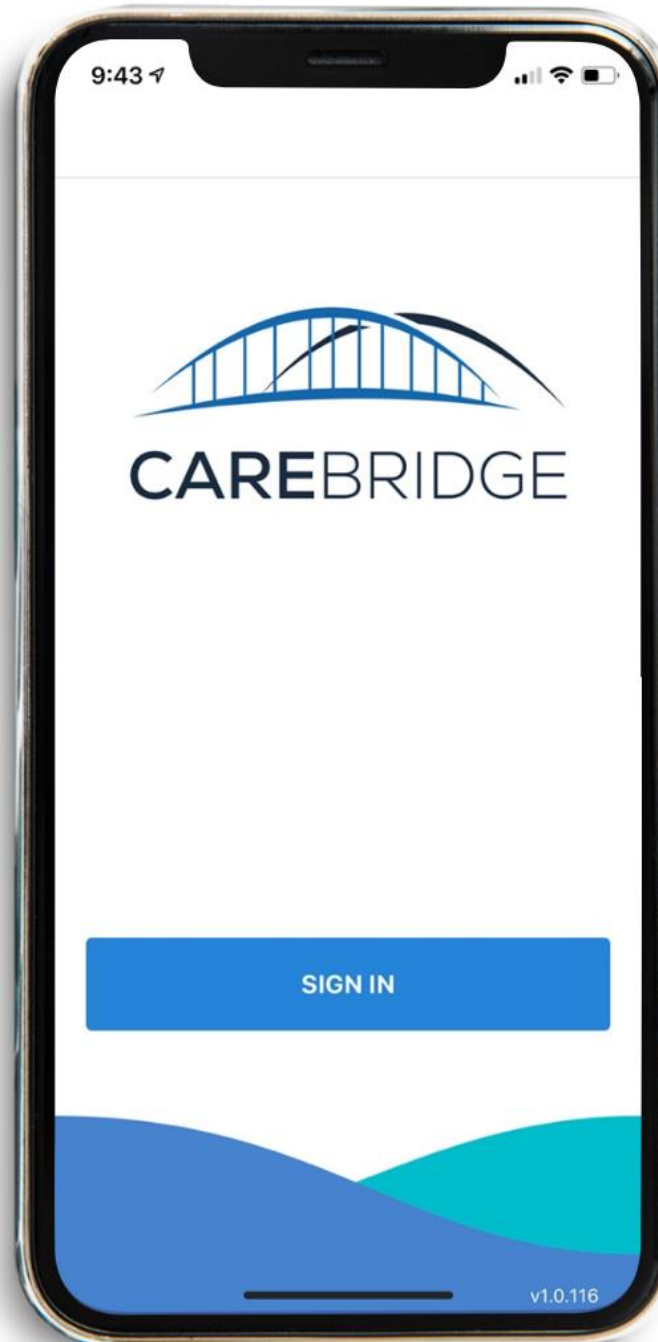
CareBridge's EVV Solution – Provider Portal



- Web-based Provider Portal with flexible Caregiver management and scheduling
- Straightforward claims workflow
- Dashboards and robust reporting capabilities

CareBridge's EVV Solution – Mobile App

- Downloadable mobile application (iOS & Android) for Caregivers; and IVR Capabilities
- Observed Changes questions, Care Plan Activity documentation
- Member visit attestation



Best Practices from Prior EVV Implementations

01

Communicate and educate early in the process

02

Understand the provider community

03

Provide multiple forms of tailored training

04

Provide support before, during, and after implementation

05

Focus on member experience and improving care

Welcome Letter & Provider Survey

Welcome Letter

- IA Amerigroup and Iowa Total Care **distributed Welcome Letters** in June
- Contains important **EVV information**, including **What's Next** section
- Survey link, email, and phone contact
- **Connect** with your IA Amerigroup or Iowa Total Care PR contact if you **did not receive** a Welcome letter

Provider Survey

- <http://survey.carebridgehealth.com/iaevv>
- Survey **must be completed** by each provider agency contracted with Amerigroup IA and Iowa Total Care
- Assists CareBridge in **understanding your provider agency** and the assistance you'll need
- Identifies if a provider agency is currently using an EVV solution and the vendor CareBridge will need to contact for **integration**

Provider Training and Support

Training Resources

CareBridge, in coordination with Amerigroup IA and Iowa Total Care, will provide multiple training sessions, resources materials, and telephonic Provider Support

- **Web-Based Training:** Live virtual trainings prior to initial implementation and recorded versions available after initial trainings
- **CareBridge Resource Library:** Online access to all training and educational materials for on-demand reference
- **Support Center:** Telephonic support for Providers

Training Methods

CareBridge provides multiple training methods to reach all learners

- Live and Recorded Web-Based Training Sessions
- Comprehensive Manuals and shorter targeted Guides stepping reader through processes
- Videos **demonstrating and** stepping viewer through processes

<https://www.carebridgehealth.com/trainingiaevv>

Provider Training and Support

- Training sessions will cover all EVV platform functionality and common solutions for ease of use
- Training Modules are tailored to specific functions allowing providers to ensure appropriate staff are trained based on job duties.
- Orientation Training is 75 minutes. Modules are scheduled for one hour each and include real time practice in EVV with the trainers.
 - Orientation Training (agency administrators/train the trainer)
 - Module 1: Setting Up Your Office (agency administrators/train the trainer)
 - Module 2: Train the Trainer - Mobile App and IVR (agency administrators/train the trainer)
 - Module 3: Authorizations and Scheduling (agency administrators/train the trainer)
 - Module 4: Visits and Billing (agency administrators/train the trainer/billing specialist)

Working Together to Successfully Implement



- **PREPARATION: August 1-31**
 - Receive Welcome Letter
 - Complete Survey
 - Register for Training
- **UTILIZATION: September 1 – Dec 31**
 - Attend Training
 - Receive Provider Portal Access Credentials
 - Begin Platform Use
 - Caregivers Checking-in and Checking out
 - Claim submission
- **MANDATE: January 1, 2021**
 - Claims will be denied if not submitted through EVV
 - CareBridge resources and support will continue to be available

Roadmap to CareBridge EVV Success

Week 1 & 2– Office Set Up & Scheduling

- ☐ Administrative Staff attends Orientation and receives log in credentials
- ☐ Attend Training - Modules 1 & 2 are recommended for Week 1
- ☐ ❶ Set up your employees and assign to office and/or member groups
- ☐ Review data within provider portal for completeness and accuracy (Member, Authorizations)
- ☐ ❷ Acknowledge Authorizations and ❸ Schedule Appointments (Assign Caregivers, Populate Care Plan Activities, etc.)

Week 3 – Caregiver Training

- ☐ Train Caregivers on the use of CareBridge app and IVR (interactive voice response)
- ☐ Caregivers install app and log in first time
- ☐ Caregiver Check In/Out, completion of observed changes and care plan activities
- ☐ Attend Training – Modules 3 & 4 are recommended for Week 3

Week 4 – Process Claims

- ☐ Caregivers continue using CareBridge App or IVR for Check In/Out
- ☐ ❹ Manage Visits (missed, late and manual entries)
- ☐ Complete pre-billing checks and ❺ Process Claims
- ☐ Review Reports to assess performance



Next Steps for Aggregation

3rd Party EVV Vendor Milestones:

- Oct 30, 2020: EVV Vendor successfully loads production data files to CareBridge
- Jan 1, 2021: All claims requiring EVV are submitted via CareBridge

Vendors will receive notification on technical guidelines from CareBridge detailing next steps.

To begin the integration process, please access <http://evvintegration.carebridgehealth.com/>

Here you will find:

- Third-Party EVV System Onboarding Overview including milestone timetable with due dates
- Step-by-step instructions for aggregation
- State Specific Integration Guidelines and Technical Specifications

Please encourage your vendor to contact CareBridge!

iaevv@carebridgehealth.com or (844) 343-3653

Provider FAQ's

1. When do providers need to start using EVV?

The 21st Century Care Act mandates all providers who deliver personal care, respite care, and companion care to start using EVV no later than January 1, 2021. We encourage you to begin using EVV before the deadline to allow time to prepare for this change, so you don't experience a disruption in claims reimbursement and to ensure you are fully operational by the deadline.

2. What information must be collected and verified through EVV?

The 21st Century Cures Act requires EVV systems to collect and verify the following six items: Type of service performed, Member receiving the service, Caregiver providing the service, Date of service, Location of service, Time the service begins and ends.

3. Will training be provided?

Yes, there will be many training opportunities online and multiple alternate formats. We will have various webinars, presentation materials, handouts and ongoing support for all provider agencies. All training, documentation and resources will be available on the CareBridge EVV website and accessible anytime you need it: To register for training see: <http://carebridgehealth.com/trainingiaevv>. To view resources see: <http://resources.carebridgehealth.com/iaevv>.

Provider FAQ's

4. Who will train caregivers and attendants?

CareBridge provides training to provider agency administrators. These sessions are often presented in a way that allows provider agency managers to share information with individual caregivers.

Ongoing technical support for provider agency employees and caregivers will be available through a dedicated CareBridge provider services toll-free phone line (844) 343-3653. We encourage you to attend training when it becomes available to allow your agency time to become familiar with EVV.

5. Will I be able to use CareBridge to provide schedules to my employees?

Yes, the CareBridge platform allows provider managers to assign caregivers/direct service workers to scheduled member appointments.

6. How will caregivers/direct service workers check into and out of appointments?

CareBridge's EVV platform can be used via a mobile phone, tablet, landline or web-based platform. The mobile application is available for iOS (Apple) smartphones and for Android based smartphones. The app can be configured to support specific languages as needed. For the rare occasions where an internet-enabled device is not available, CareBridge also includes an interactive voice response (IVR) system to check in and out via a member's home phone.

7. What if a caregiver/direct service worker forgets to check in or check out?

The provider agency can submit a manual entry in the CareBridge Provider Portal. Manual entries are available when check-ins or check-outs are not completed through the mobile app, tablet or IVR.

Provider FAQ's

8. Can I track my agency's or caregivers' compliance?

CareBridge's Provider Portal can be used to monitor EVV compliance at both the agency or individual caregiver level.

9. What if there is not smart phone access?

There are options if a smart device and/or wifi connectivity is not available. CareBridge developed software allows for store and forward of information so if wifi is not available the update will occur when connectivity resumes. CareBridge EVV also offers Interactive Voice Response (IVR) functionality. To check in and check out, the caregiver will need to call the payer IVR phone number listed on the Member Details page. The caregiver will need to input provider ID and IVR Pin to identify themselves.

10. What does the agency have to do to connect a 3rd party EVV vendor with CareBridge?

If you have completed the provider survey: <http://survey.carebridgehealth.com/iaevv> CareBridge will proactively reach out to your 3rd party EVV vendor. Your vendor must be 21st Century Cures Act compliant in order to integrate. CareBridge's 3rd party integration technical specifications are available here: <http://evvintegration.carebridgehealth.com>

What if I have questions?

Please feel free to reach out:

- Amerigroup IA: <https://providers.amerigroup.com/IA>
- Iowa Total Care: <https://www.iowatotalcare.com/providers.html>

For any EVV-specific questions:

- CareBridge: iaevv@carebridgehealth.com or (844) 343-3653

Important Links

- Provider Survey: <http://survey.carebridgehealth.com/iaevv>
- EVV Resource Page: <http://resources.carebridgehealth.com/iaevv>
- Aggregation: <http://evvintegration.carebridgehealth.com>
- EVV Training: <http://carebridgehealth.com/trainingiaevv>



THANK YOU